Please read the Job Description Questionnaire and Person Specification Guide before completing this form.

Management Group: Housing Services
Job Title: Domestic Abuse Resettlement and Procurement Officer
Reports to: Triage and Prevention Team Leader
Grade: Bexley 12

Purpose of the job

To develop accommodation offers for those fleeing DV, procure suitable accommodation, and provide resettlement support for Service Users.

To ensure that accommodation-based support is being utilised and is being provided to all relevant clients.

To act as third-party liaison working closely with local domestic abuse agencies and the Community Safety Teams

To attend the multi-agency risk assessment conference (MARAC) as housing representative as needed.

You will be passionate about delivering a professional customer centred high-quality housing service that consistently impresses our customers whilst enhancing our reputation.

You will be part of a transitional change to staff working in an agile manner and to implement the housing services approach to agile working ensuring that housing services are delivered effectively.

You will be an energetic and an excellent communicator who works as part of a team that always seeks to understand first and create simple ways to keep people informed about things that are important to them.

You will apply huge personal integrity coupled with resilience to be part of a team that is known for delivering and keeping its promises. Your team will get things done on time, to the highest standards and learn quickly when things go wrong.

With infectious and unwavering levels of enthusiasm, inspiration and motivation you will be part of a team that is responsible for the day to day delivery of the Domestic abuse Service

Principle Accountabilities and Responsibilities

You will work effectively within the private rented sector to use all procurement methods to procure accommodation of a good standard from various accommodation providers meeting required demand for this complex cohort.

You will carry out inspections of properties in order to assess their suitability for households in housing need.

You will ensure all private rented sector accommodation procured is of the size, type and location required by prospective applicants, complies with all health and safety & planning regulations and is appropriate for the client intended.

You will negotiate, agree, and administer cash incentives, with landlords and other accommodation providers, liaising with the Finance Department to make accurate and appropriate payments in accordance with Council procedures, to be approved by the Domestic abuse coordinator or relevant Service Manager and within budgetary constraints,

You will maintain accurate written and electronic records/information regarding properties, landlords including general contact information and any other relevant information associated with delivering a seamless procurement and letting service, keeping this information up to date always, and providing detailed reports as requested by management.

You will ensure all properties are maintained to a high standard investigate persistent disrepair complaints and/or to take property inventories for those properties accessing the Council's incentive schemes.

You will provide a high-quality advice, lettings and tenancy sustainment service that maximizes the number of homeless households who are able to move successfully into good quality, affordable private rented accommodation for homeless clients.

You will provide expert advice to landlords on all aspects of letting including but not limited to universal credit, overall benefit caps, welfare reforms, property standards, various letting schemes that Bexley Council operates and general tenancy management, encouraging good practice.

You will act as the first point of contact for landlords and tenants who are experiencing difficulties in sustaining tenancies, including acting as a negotiator and or mediator between disputing parties to resolve contractual issues to ensure compliance with the legal framework to sustain tenancies.

You will be responsible for ensuring all landlords and tenants comply with their respective contractual agreements.

You will assess prospective customer's suitability for private rented accommodation by reviewing their housing history, making enquiries into their financial situation, and establishing whether they are able to meet the rent and comply with the tenancy conditions.

You will undertake accompanied viewings with prospective customers and provide them with expert advice and guidance on all aspects of letting (including Universal Credit and the conditions of tenancy) in order to help them make informed decisions.

You will provide a comprehensive tenancy sign up and sustainment service to ensure assured short hold tenancies/or licenses are successfully signed up to and sustained.

You will ensure customers are settled into their private rented sector accommodation and fully made aware local services such as doctor's surgeries, schools, police station, CAB office, dentist surgeries etc., and in more complex cases, provision of wrap around support to ensure sustainment.

You will understand and keep up to date with local and national policies affected by legislation regarding welfare reforms and housing as well as changes in state benefits, landlord and tenant law and other relevant legislation and guidance relating to the service area. You should also have a commitment to working with this difficult cohort in order to "end Domestic abuse."

You will liaise with colleagues within the team and the wider Housing Options service to provide a streamlined and seamless service to customers in temporary accommodation who to ensure a smooth transition into the private rented sector, ensuring efficient processes are put in place to

discharge the authority's housing duty by facilitating the offer of private rented sector accommodation.

You will ensure that all payments, including deposits and cash incentives are properly recorded, monitored and, where appropriate, recovered from the landlord, accommodation supplier or tenant in accordance with the contractual agreements and the Council's financial regulations.]

You will develop and maintain close working relationships with other Council services and a wide range of other stakeholders in order to facilitate the flow of information, encourage joint working and co-operation, achieve the prompt resolution of complex problems and ensure that, even where an input is required from a number of teams, service delivery is properly co-ordinated and the service user is kept fully informed of developments.

You will conduct interviews with private sector landlords/letting agents to ascertain the reason why they have served notice requiring possession on a client in those properties you have procured. Negotiating with the landlords and render practical assistance in making necessary arrangements for households to remain in their accommodation.

You will deliver a streamlined high quality customer focused service ensuring telephone calls, emails, letters and complaints are fully responded to promptly and to the highest possible standard in compliance with corporate guidelines or as instructed by the service manager.

You will promote the use of the private rented sector as a viable alternative to social rented housing, in order to encourage independence, prevent homelessness, provide sustainable housing solutions and reduce the Council's use of temporary accommodation.

You will ensure appropriate performance management systems are in place to effectively report, as required, on performance, against local and corporate targets.

You will contribute to develop and review policies and procedures in line with the policy framework to ensure that they meet legal requirements and best practice.

You will identify issues and improvements surrounding ICT and system management and to highlight and assist in the areas of development.

You will be responsible for the security and safe keeping of information data bases, and to use the lap top for out of hours home working.

You will contribute and adhere to LBBs financial regulations, standing orders, policies and procedures.

Undertake any other appropriate duties as required by the service or instructed by the Service Manager.

This job description sets out the main result areas of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

3

Implementation

Implements ways to improve and modernise our service to customers, including developing and implementing digital/automated processes and eliminating paper wherever possible.

Champions the use of new technologies and modern working practices to thrive and deliver improved processes and self-service solutions.

Organisational Control and Development

Lead liaises and network with other departments and external agencies to maintain and develop service provision, keeping abreast of changes in legislation and best practice.

Lead, develop, and maintain close working relationships with other Council services and a wide range of other stakeholders to facilitate the flow of information, encourage joint working and co-operation, achieve the prompt resolution of complex problems and ensure that, even where an input is required from a number of teams, service delivery is properly co-ordinated, and the service user is kept fully informed of developments.

Maintain accurate written and electronic records/information regarding properties, landlords and staff including general contact information and any other relevant information associated with delivering a seamless procurement and letting service, keeping this information up to date always, and providing detailed reports as requested by management.

Deliver a streamlined high quality customer focused service ensuring telephone calls, emails, letters and complaints are fully responded to promptly and to the highest possible standard in compliance with corporate guidelines or as instructed by the service manager.

Ensure appropriate performance management systems are in place to effectively report, as required, on performance, against local and corporate targets.

Promote a housing options and homeless prevention/relief and self-help approach to service delivery amongst customers and external partners.

Personal Effectiveness

Represent the Council within and outside Bexley, creating opportunities to enhance the team's image, partnerships, and services.

Builds strong working partnerships across the private sectors to enable the service to be delivered in an outcome-focused and efficient way.

Develop strong working relationships with elected members, providing expert and specialist advice and support on areas within the scope of your responsibilities and help formulate Council objectives and policies in these areas.

Listens to and work with colleagues to develop a compelling vision for the service in line with the Housing Services vision and influences and motivates others to achieve this.

Facilities change and innovation building a working culture that encourages smart, innovative, and collaborative culture.

Model the Council's values and standards in carrying out this job.

Inspire a sense of purpose and direction to achieve the successful delivery of outcomes for the Bexley community.

Demonstrate a strong commitment to service excellence, customer care and continuous improvement.

PERSON SPECIFICATION ESSENTIAL DESIRABLE

	Essential	Desirable
Qualifications	Good education Evidence of continued personal development	Educated to degree level
Knowledge	Knowledge of private sector housing law, health and safety rating system and other health and safety regulations (gas , electrics and energy efficiency) and legislation relating to the letting of private sector tenancies.	Membership of a professional body (CIH) or other relevant body
	Working and up to date knowledge of statutory and regulatory requirements relating to the portfolio including landlord and tenant law, and private sector housing market and contracts. General knowledge of good property standards and common building problems.	
	Knowledge of Domestic Abuse Act and DA strategy	
Experience	Proven experience of working in Domestic Abuse or similar setting.	
	Experience of housing and of managing budgets, including the ability to undertake financial planning, financial analysis and budgetary control.	

	Proven experience of collaborative working and how to build effective partnerships.	
	Experience of working effectively with	
	other agencies including the voluntary sector and private landlords	
	Relevant experience of working in a local authority or social/private housing sector environment	
	Procurement experience	
	An ability to be part of a productive working environment where staff are clear about expectations and committed to the vision, goals and expectations of the organisation and service.	
Aptitude & Skills	Ability to work effectively both individually and as a team member in a fast pace environment.	
	Excellent and effective communication (verbal and written) and negotiation skills at an internal and external level	
	Excellent negotiating, liaising and skills to effectively promote the scheme to private sector landlords and agents and market housing options to customers, staff and stakeholders.	
	Committed to being performance driven and able to meet targets as well as producing sound evidence-based strategies within the team	
	Customer orientated in the delivery of the housing service and the ability to be pro-active and go the "extra mile"	

	Ability to develop and maintain effective partnerships with a wide range of stakeholders as well as communicate ideas and issues effectively to several stakeholders in a range of circumstances.	

Expected Behaviours & Values

Organised and target driven.

Be able to set and maintain the highest standards in professional relationships and behaviour with customers, colleagues, and other external contacts.

Flexible and proactive with a commercially minded approach to developing services and sustain relationships with landlords and letting agents.

Seek, encourage and recognise ideas, initiatives and improvements to deliver better services.

Encourage and support themselves and others to think differently, to question and to try new ways of doing things.

Lead from the front, ensuring visibility, communicating in a straightforward open way. Build

a strong network of collaborative relationships internally and externally.

Take quick confident decisions, to move things forward to meet organisation goals.

Honestly reflect on my personal style and its impact on others and develop my skills so I can adapt my style as appropriate.

Willingness to undertake home visits which are effective and consider health and safety requirements.

Equal Opportunities Understand and demonstrate a willingness to promote positively Equal Opportunities

Training Undertake all mandatory training relevant to the role and be responsible for your own Continuing Professional

You will assist colleagues with induction, training and development of new staff and the section by training on I.T. systems and through mentoring, job shadowing and/or presentations.